

WHAT IS CLAIMED IS:

1 1. A method for interacting with one or more recipients, the method
2 comprising:
3 providing a conversation control system;
4 selecting an approach, a script, and a presentation via the conversation control
5 system; and
6 communicating with a recipient, wherein at least a portion of communication
7 provided to the recipient includes the presentation in an order indicated by the script and
8 provided via the conversation control system.

1 2. The method of claim 1, wherein the script comprises a group of steps
2 directing an interaction with the recipient.

3 3. The method of claim 2, wherein the script is a sales script.

4 4. The method of claim 2, wherein the script is a customer service script.

5 5. The method of claim 1, wherein the presentation is a language in
6 which to present the script.

7 6. The method of claim 1, wherein the presentation is a graphics format
8 in which to present the script.

1 7. The method of claim 6, wherein the graphics format is American Sign
2 Language.

1 8. A pseudo-conversation system for use between one or more users and
2 one or more recipients, the system comprising:

3 a computer, wherein the computer includes a computer interface
4 operable to receive input from a user;

5 a communication device, wherein the communication device accepts
6 input from the computer and provides an audio output accessible to the user;

7 a computer readable medium accessible by the computer, wherein the
8 computer readable medium comprises instructions executable by the computer to:

9 receive a selection from the user;

based on the selection from the user, access an audio output;
and
present the audio output to the communication device.

9. The pseudo-conversation system of claim 8, wherein the instructions are further executable by the computer to:
access a script, wherein the script comprises a group of script items.

10. The pseudo-conversation system of claim 9, wherein the instructions are further executable to by the computer to:
present a subset of the group of script items to the user via a display associated with the computer, wherein the selection from the user indicates one of the subset of the group of script items.

11. The pseudo-conversation system of claim 10, wherein the selection from the user is a no-response, and wherein the system further comprises a microphone for accepting an audio input from the user to be presented via the communication device.

12. The pseudo-conversation system of claim 10, wherein the selection from the user is a first selection, the subset of the group of script items is a first subset of script items, the audio output is a first audio output, and wherein the instructions are further executable by the computer to:

present a second subset of script items to the user via the display,
wherein the second subset of script items is based at least in part on the first selection; and
receive a second selection from the user;

based on the second selection from the user, access a second audio output; and

present the second audio output to the communication device.

13. The pseudo-conversation system of claim 12, wherein the first subset of script items includes one or more salutations and the second subset of script items includes one or more responses chosen in anticipation of a recipients response.

14. The pseudo-conversation system of claim 10, wherein the subset of the group of script items are responses chosen in anticipation of a recipients response.

1 15. The pseudo-conversation system of claim 8, wherein the computer
2 interface is a keyboard.

1 16. The pseudo-conversation system of claim 8, wherein the computer
2 interface is a mouse.

1 17. The pseudo-conversation system of claim 8, wherein the computer
2 interface is a microphone.

1 18. The pseudo-conversation system of claim 8, wherein the
2 communication device comprises a telephone device.

1 19. The pseudo-conversation system of claim 8, wherein the telephone
2 device comprises a dialing device.

1 20. The pseudo-conversation system of claim 18, wherein the system
2 further comprises:

3 a speaker coupled to the communication device, wherein an audio response
4 from the recipient is presented to the user via the speaker.

1 21. The pseudo-conversation system of claim 18, wherein the telephone
2 device further comprises:

3 a microphone operable to accept audio input from the user.

1 22. The pseudo-conversation system of claim 18, wherein the telephone
2 device accepts a telephone number from the computer, and dials the telephone number.

1 23. The pseudo-conversation system of claim 22, wherein the telephone
2 number is provided to the computer via the computer interface.

1 24. The pseudo-conversation system of claim 8, wherein accessing the
2 audio output comprises:

3 accessing a database associated with the computer to obtain an audio file; and
4 converting the audio file to the audio output.

1 25. A method for providing a consistent presentation to one or more
2 recipients, the method comprising:

3 initiating communication with the recipient;
4 presenting a group of script items to a user;
5 receiving a selection of a script item from the group of script items; and
6 presenting the script item to the recipient as an audio output.

1 26. The method of claim 25, wherein initiating communication with the
2 recipient comprises:
3 receiving, at a computer, a telephone number associated with the recipient;
4 providing the telephone number to a dialing device in communication with the
5 computer;
6 dialing the telephone number; and
7 upon response of the recipient, presenting a salutation to the recipient as an
8 audio output.

1 27. The method of claim 25, the method further comprising:
2 receiving a response from the recipient; and
3 providing the response to the user via a speaker.

1 28. The method of claim 27, wherein the group of script items is
2 determined based on an anticipated response from the recipient.

1 29. The method of claim 27, wherein the selection is based at least in part
2 on the response provided to the user.

1 30. The method of claim 25, wherein the group of script items is a first
2 group of script items, and the script item is a first script item, the method further comprising:
3 providing a set of script items, wherein the first group of script items includes
4 a first subset of the set of script items and a second group of script items includes a second
5 subset of script items;
6 receiving a response from the recipient, wherein the response is related to the
7 first script item;
8 presenting the second group of script items to the user, wherein the second
9 group of script items is chosen in anticipation of the response to the first script item;
10 receiving a selection of a second script item from the second group of script
11 items; and
12 presenting the second script item to the recipient as another audio output.

1 31. The method of claim 5, wherein presenting the group of script items to
2 the user comprises:
3 presenting the group of script items on a display.

1 32. The method of claim 25, wherein the group of script items are accessed
2 from a computer readable medium.

1 33. The method of claim 32, wherein the group of script items comprises a
2 group of audio files.

1 34. The method of claim 33, wherein each of the audio files are of a
2 common voice type, such that presentation of two audio files appears as if a single person is
3 speaking.

4 35. The method of claim 34, wherein the group of script items is a first
5 group of script items, and the script item is a first script item, the method further comprising:
6 providing a set of script items, wherein the first group of script items includes
7 a first subset of the set of script items and a second group of script items includes a second
8 subset of script items;
9 receiving a response from the recipient, wherein the response is related to the
10 first script item;
1 presenting the second group of script items to the user, wherein the second
2 group of script items is chosen in anticipation of the response to the first script item; and
3 receiving a selection from the user indicating a "no response".

1 36. The method of claim 35, wherein the method further comprises:
2 receiving from the user, an audio response to the response from the recipient;
3 presenting the audio response to the recipient.

1 37. The method of claim 36, the method further comprising:
2 presenting the set of script items to the user in response to the indication of
3 "no response".

1 38. The method of claim 25, wherein the selection is received via a
2 keyboard.

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1 39. The method of claim 25, wherein the selection is received via a
2 microphone.

1 40. The method of claim 25, wherein the presenting the script item to the
2 recipient as an audio output is done via a telephone.

1 41. A method for responding to inquiries, the method comprising:
2 receiving an inquiry from a recipient;
3 viewing a group of script items;
4 selecting a script item from the group of script items; wherein the selected
5 script item is presented to the recipient as an audio output.

1 42. The method of claim 41, wherein the group of script items is a first
2 group of script items, the method further comprising:
3 automatically selecting a salutation from a set of script items, wherein the first
4 group of script items is a subset of the set of script items; and
5 presenting the salutation to the recipient as an audio output.

1 43. The method of claim 41, wherein receiving the inquiry from the
2 recipient comprises receiving an audio input from the recipient.

1 44. The method of claim 41, wherein the script item is a first script item,
2 and wherein the group of script items is a first subset of script items and a subset of a set of
3 script items, the method further comprising:
4 receiving a response to the audio output;
5 viewing a second subset of script items, wherein the second subset of script
6 items is a subset of the set of script items; and
7 selecting a second script item from the second subset of script items; wherein
8 the second script item is presented to the recipient as an audio output.